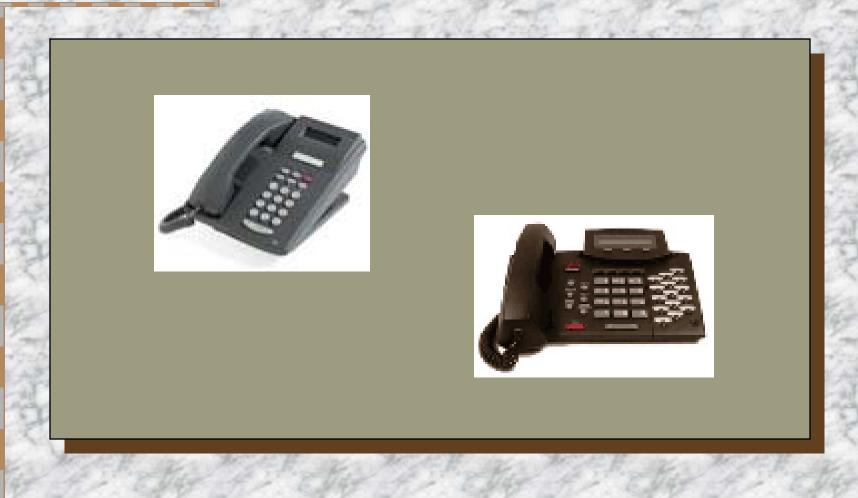# *Basic Telephony Services*

Basic Telephone Service

- Basic Telephone Service is:
  - Provided by ITS to State Agencies
    - Low cost
    - Consistent rate
    - Worry free
  - PBX, Key Systems, and dedicated lines

Features

- *Dependable Service*
  - P.05 Grade of Service (GOS)
- *7-1-1 Dialing*
- *Music on Hold (If Available)*
- *Programming Changes*
- *Includes Extended Area Calling*
- *Long Distance Access*

Features …

- Directory Listing
- State Telephone Directory
- Covered Repair and Maintenance
- Up-to-date Reliable Equipment
- Power Back-up
- Credits and Refunds

Benefits

- Technical expertise
- Affordable service for the entire State
- 24 x 7 x 365 customer support
- Equipment centrally located at warehouse
- ITS installers
- Professional planning, design, and implementation
- Software changes

Services Not Included

- Call-Waiting
- Call-Waiting ID
- Caller ID
- Last Call Return
- Voice Mail
- Call Forwarding
- 30-Number Speed Dialing
- Foreign Directory Listings

ITS Responsibilities

- Plan and design system to meet customer needs
- Present plan to customer
- Submit all order requests for imac
- Forward costs and accounting packages to Finance for billing
- Be aware of customer needs
- Stay current on latest technologies
- Annual rate review and adjustment

Customer Responsibilities

- Notify ITS of telephony needs
- Submit orders for all installs, adds, moves, and changes to Telecom Orderdesk
- Review monthly billing
- Set up billing account codes
- Contact customer support for problem resolution

System Requirements

- Will depend on location and size of agency
- Components may include
  - Inbound circuits
  - Outbound circuits
  - Trunks
  - PBX/Key System
  - Individual analog lines (where applicable)
  - Telephone sets (where applicable)

Pricing

- $25.50/Mo/Tel Number
- Installation charges
  - $50/hr for ITS technicians.
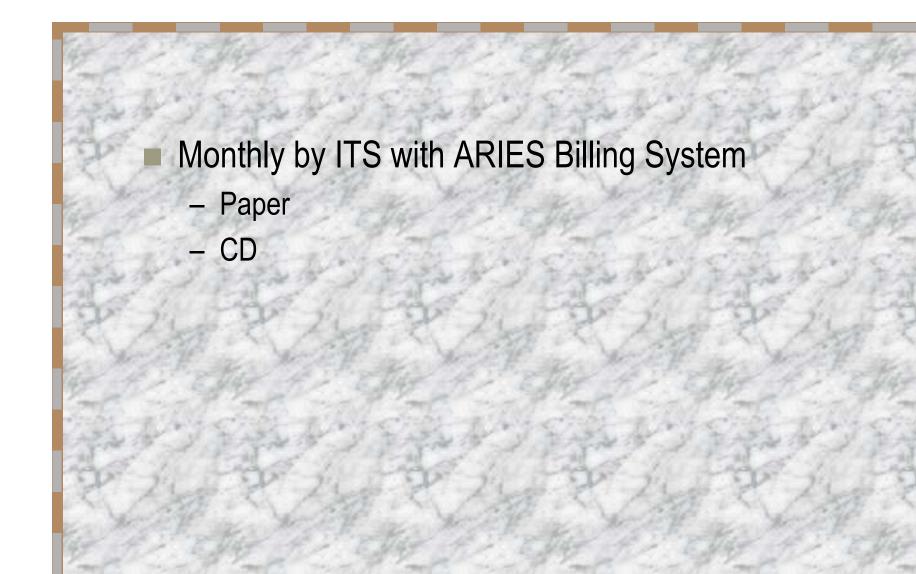 - Cost + 10% if performed by Telcom vendors.
  - Disconnects No charge

How to Order

- Submit in writing
  - MACs for 10 or less stations to Telecom Order Desk
    - itsorderbox@utah.gov
  - MACs for 10 or more stations – contact Voice Planner
  - Complicated request – contact Voice Planner

Delivery

- Avaya switches
  - ITS Programmers perform requested changes
  - ITS Tel Techs will perform all installations and/or physical moves
- Key Systems
  - Vendor will perform all moves, adds, and changes

Billing

■ Monthly by ITS with ARIES Billing System
  – Paper
  – CD

Service Availability

- Program changes
  - 2 to 4 business days depending on complexity
- Installs
  - 5 to 10 business days
- Moves
  - Most can be completed in 5 business days

Trouble

- Contact ITS Help Desk
  - (801) 538-3440
  - (800) 678-3440